



**City of Rochester, New York**

Department of Environmental Services

## **At Your Service**

2008-09 Guide to Commercial  
& Multi-Family Refuse Collection





## Message from the Mayor

Dear Commercial Refuse Customer:  
Providing you with excellent service is our mission. A clean and

healthy environment improves the safety of our city and creates a good atmosphere for education and economic development. I am proud of our Environmental Services team. They work hard year-round to provide the best public works you'll find anywhere.

This issue of ***At Your Service...2008-09 Guide to Commercial & Multi-Family Refuse Collection*** is your handy resource for information, guidelines and important dates that will help you make the most of city living. If you have a comment or a question, please call the **311 Call Center** or outside of the city, call **428-5990**.

Sincerely,

Robert J. Duffy  
Mayor

## Table of Contents

Refuse Service .....	4, 15
Bulk Refuse .....	5, 14
Report Illegal Dumping .....	5
Recycling Guidelines .....	5, 6, 15
Holiday Collection Schedule .....	7

## Customer Satisfaction is Our Number One Goal!

**We offer complete & comprehensive commercial collection service.**

**Call 428-6928 or Fax 428-6125**

**SWMDsale@cityofrochester.gov**

**Spanish-speaking representatives available**

**For other public works services:**



**Call 311** or outside of the city,  
call **428-5990 TTY 428-7600**

Bridge Maintenance, Dead Animal Removal, Graffiti Removal, Leaf Collection, Parking Meters, Pothole Repair, Snow and Ice Removal, Street Construction, Street Lighting, Street and Sidewalk Repair, Street Sweeping, Tree Maintenance (City-owned), Vacant Lot Maintenance, Water Billing, Water Emergencies, Water Meter Reading, Water Quality

**We Are Open  
24-Hours-A-Day**



Clean Sweep .....	8, 9
Winter Tips .....	10, 11
Household Hazardous Waste Guidelines .....	12, 13
Fall Leaf Collection Schedule & Map .....	16, 17
At Your Service Calendar .....	back of tear off

## Delivering Excellence in Service is Our Mission!

The City of Rochester's Solid Waste Management Division offers complete and comprehensive refuse and recycling collection services. We will schedule your collection to meet your needs. All materials set out for collection must be accessible by 6:30 a.m. on your scheduled days. Call 428-6928 for further information.

### Available Refuse & Recycling Containers:

- 95 gallon wheeled carts
- 2, 4, 6 and 8 yard containers
- 30-yard roll-off containers

### Bulk Refuse

Have large items? Cleaning out or renovating? We're here to haul it away for you. The service is available on request (*fees may apply*).

Occasional small volume excess refuse and items weighing less than 120 lbs. may be serviced at your collection point. Over 120 lbs., and appliances must be placed in an area accessible to our boom truck (i.e. parking lot or curb.)

### Yard Debris

Place small quantities in your refuse receptacle. Service for larger landscaping projects is available. Collection with a boom truck or via a roll-off container is just a phone call away.

### Illegal Dumping

Illegal dumping is a serious offense that is harmful to our community. Refuse placed in front of a residence or business must be generated by that residence or business. It is illegal to place refuse on public property or in a right-of-way.

Do not place household trash in a public litter receptacle. If you see illegal dumping taking place, please report it. Get a license plate number and a description of the vehicle and operator and call the **311 Call Center** or outside of the city, call **428-5990**. You could receive a \$100 reward upon conviction and redress.

### Recycling

Everyone should be recycling but not nearly enough do it. Recycling is a simple way to leave a better world for our children.

We encourage and promote recycling as a sound business practice. For a list of items accepted, see page 6. We offer specialized recycling services to assist our customers in recycling to the fullest extent. (*These services are listed on page 15.*)





## Recycling Guidelines

### Container Recycling:

- aerosol cans
- drink boxes
- glass beverage containers
- metal cans
- milk and juice containers
- plastic containers with #1 or #2 imprint

### Paper Product Recycling:

*If it started as a tree, it's recyclable*

- advertisements/junk mail • books
- boxboard (non-corrugated) • brochures
- catalogs • carbonless forms • card stock
- colored paper • computer/copier paper
- craft paper • envelopes • file folders
- flour or sugar bags (paper) • glossy paper
- glued notepads • legal pads • letters
- magazines • notebook paper • pamphlets
- post-it notes • receipts
- shredded paper
- tissue boxes



## Holiday Collection Schedule

On these scheduled holidays, refuse and recycling collection will be delayed one day for the remainder of the week, i.e. Monday routes will be picked up on Tuesday, etc.

There will be no refuse or recycling collection on the following holidays:

**November 27, 2008**

**Thanksgiving Day**

**December 25, 2008**

**Christmas Day**

**January 1, 2009**

**New Year's Day**

**January 19, 2009**

**Martin Luther King Jr. Day**

**May 25, 2009**

**Memorial Day**

**September 7, 2009**

**Labor Day**

**November 26, 2009**

**Thanksgiving Day**

**December 25, 2009**

**Christmas Day**

## Rochester's Clean Sweep... Showing Pride in our City

Clean and attractive neighborhoods are vital to the health of our city. Rochester's Clean Sweep brings people together to clean up our streets and build civic pride.

During Clean Sweep, city crews sweep streets, remove graffiti, clean city properties, alleys and underpasses and repair potholes and unsafe sidewalks.

They trim trees, plant flowers and spruce up city parks, playgrounds and recreation centers.

### You can help too!

Everyone is welcome to join Clean Sweep. Join the thousands of others who have taken part either individually, as a family, with co-workers or with block, neighborhood or school groups.

Rochester's Clean Sweep takes place in the spring. To volunteer, sign up online at [www.cityofrochester.gov](http://www.cityofrochester.gov), call 311, or outside of the city, call 428-5990.

### Mark your calendars now for Spring Clean Sweep 2009:

April 25; May 2, 9, 16

### Keep It Clean!

All of the great things that come from Clean Sweep will be undone if we don't stop littering.

Litter invites crime and blight and lowers our property values. When litter is ignored and tolerated, it becomes accepted behavior.

Let's be a litter free community by leading by example and teaching our youth about the very harmful effects of littering.



ROCHESTER'S  
**CLEAN  
SWEEP**  
*Showing pride in our city!*



## Winter Tips for Dumpster and On-Property Service Customers

Please be sure that there is a clean and ice-free path to your receptacle. The use of rock salt and other ice melting chemicals is encouraged in the areas around your receptacle.

If you have snow plowing done on your property, please be sure that no snow is piled around the dumpster. There should be at least a 2' path completely around your dumpster to allow for movement and hook up to the truck.

Liquid that accumulates in the dumpster between services may freeze, hampering

efforts to completely empty your receptacle. Keep liquid out of your receptacle and bag damp materials to minimize freezing. During cold spells, be assured that the dumpster will be completely emptied when the temperature rises enough to thaw out the contents.

Keeping ice from building up on the lids will help eliminate some of the liquid that drains into your receptacle, prevent lids from breaking and enable more efficient service.



**No access available for refuse pickup**



**Overloaded and no access available for pickup**



**Proper access for refuse pickup**



**Proper access for refuse pickup**

## Household Hazardous Waste Guidelines

---

Small businesses may bring household hazardous waste to the Monroe County Household Hazardous Waste facility.  
*(Modest fees may be charged for this service.)*

---

### ACCEPTABLE

- **Automotive Fluids** (antifreeze, brake, power steering & transmission fluids)
- **Cooking Oil / Cooking Grease**
- **Driveway Sealer**
- **Flammable Products**  
(gasoline, kerosene, thinners, strippers, solvents, glues, etc.)
- **Household Cleaners**  
(soaps, waxes, drain cleaners, etc.)
- **Mercury** (thermometers, thermostats, fluorescent light bulbs)
- **Oil-Based & Latex Paints**  
(for 1/3 gallon or less, remove lid, add kitty litter, let dry and dispose in the regular trash)
- **Pesticides & Fertilizers**
- **Pool & Patio Chemicals**
- **Propane Tanks** (1-20 pound tank only)
- **Rechargeable (Ni-Cad) & Button Batteries**
- **Syringes / Sharps** (safely packaged)
- **Wood Stain & Preservatives**

**Limit: 30 gallons of liquid and 75 pounds of solid household waste per appointment.**

An appointment is required and can be made by calling **753-7600 / Option #3**. The following is a list of typical acceptable and not acceptable items.

---

### NOT ACCEPTABLE

- **55 gallon drums**
- **Asbestos** (see yellow pages under "Asbestos Abatement")
- **Cans with Dried Paint**  
(remove lid and place in trash)
- **Empty Containers**  
(place in trash or recycle)
- **Every Day Alkaline Batteries**  
(place in trash)
- **Glazing / Spackle & Joint Compounds** (place in trash)
- **Products Intended for Industrial Use**
- **Smoke Detectors**  
(trash or contact manufacturer)
- **Used Motor Oil & Lead Acid Batteries**  
(contact service station or retailer)

**Call 911 for:**

**Explosives/Ammunition/ Flares/  
Black & Smokeless Powder/  
Shock-Sensitive Materials**



## Refuse and Recycling

Please use your tear-off service calendar and map for easy reference of important dates to remember.

**Refuse** is defined as any non-hazardous, non-industrial, non-biomedical discard that is not collected as a recyclable.

**Bulk Refuse Items** such as furniture or other large non-appliances that do not fit into a refuse container may require boom truck service. These items must be curbside unless you have on-property collection **and** there is a paved parking area large enough for the vehicle to access. *(A per item or per cubic yard disposal fee may be charged.)*

### Other Refuse

**Cooking oil** disposal is provided by "rendering" companies. Rendering companies are listed in the yellow pages.

**Used motor oil** can be disposed of at repair shops and automotive stores.

### Recycling

Regular household and business recyclables are listed on page 6.

### Special Recycling

**Appliances** such as refrigerators, hot water tanks, washers, etc. placed at the curb will be recycled. Please do not place any appliances in your refuse receptacle. *(There is a \$5.00 per appliance removal fee.)*

**Rimless tires** can be placed next to your receptacle and the service crew will order removal for you. There is a

\$.75 per tire removal fee for small car tires and \$1.50 truck-tire removal fee. Fees differ for non-city customers.

**Pallets and Wood** are recycled if they are free from contaminants such as glass, metal, paint, coatings or toxins. *A hauling or recycling fee may be charged.*

### What We Can't Collect

**Electronics** such as computers, fax machines, cellular phones, etc. are not disposable as refuse. These products contain mercury, lead and cadmium. Federal and State law require them to be recycled. The City of Rochester website provides a listing of electronics recyclers [www.cityofrochester.gov](http://www.cityofrochester.gov). Once there, follow the Department of Environmental Services Link.

**Fluorescent bulbs and tubes** contain mercury and are not disposable as refuse. These are accepted from small business generators at the Household Hazardous Waste facility. For information call **753-7600**.

Customers may also check with local home improvement stores for **Compact Fluorescent Light Bulb** recycling programs. With a recycling program, the bulbs are packaged, transported and recycled to maximize safety and ensure environmental compliance.





# 2008 Fall Leaf Pick Up Schedule

This schedule is dependant on the weather and may be altered if above-normal rain or snowfall occurs.

**Week #3**  
Leaves will be picked up  
**Nov. 17-21**

**Week #2**  
Leaves will be picked up  
**Nov. 10-14**

**Week #1**  
Leaves will be picked up  
**Nov. 3-7**

**Week #4**  
Leaves will be picked up  
**Nov. 24-28**

**Loose Leaf Drop Off Site**  
**Ferrano & Colfax Streets**

**Week #1**  
Leaves will be picked up  
**Nov. 3-7**

**Week #4**  
Leaves will be picked up  
**Nov. 24-28**

**Week #2**  
Leaves will be picked up  
**Nov. 10-14**

**Week #3**  
Leaves will be picked up  
**Nov. 17-21**



# 2009 Service Calendar

**H** Holidays  
Observed  
by Refuse



**CS** Clean  
Sweep

**■** Chip  
Sealing

**●** Street  
Sweeping

## JANUARY

S	M	T	W	T	F	S
				<b>H</b> 1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	<b>H</b> 19	20	21	22	23	24
25	26	27	28	29	30	31

## FEBRUARY

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

## MARCH

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## APRIL

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	<b>CS</b> 25
26	27	28	29	30		

## MAY

S	M	T	W	T	F	S
					1	<b>CS</b> 2
3	●	4	●	5	●	<b>CS</b> 8
10	●	11	●	12	●	<b>CS</b> 16
17	●	18	●	19	●	22
24	<b>H</b> 25	26	27	28	29	30

## JUNE

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	●	8	●	9	●	12
14	●	15	●	16	●	19
21	●	22	●	23	●	26
28	●	29	●	30		

## JULY

S	M	T	W	T	F	S
			1	2	3	4
5	●	6	●	7	●	11
12	●	13	●	14	●	18
19	●	20	●	21	●	25
26	●	27	●	28	●	31

## AUGUST

S	M	T	W	T	F	S
						1
2	●	3	●	4	●	8
9	●	10	●	11	●	15
16	●	17	●	18	●	22
23	●	24	●	25	●	29

## SEPTEMBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	<b>H</b> 7	8	9	10	11	12
13	●	14	●	15	●	18
20	●	21	●	22	●	26
27	●	28	●	29	●	30

## OCTOBER

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## NOVEMBER

S	M	T	W	T	F	S
1	●	2	●	3	●	6
8	●	9	●	10	●	13
15	●	16	●	17	●	20
22	●	23	●	24	●	27
29	30					

## DECEMBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	<b>H</b> 25	26
27	28	29	30	31		